

The Future of Digital Government



Measuring Success... Charting The Next Course

A Presentation To The Information Technology Resource Management Council

CENTER FOR
DIGITAL
GOVERNMENT



Conventional Wisdom Watch

The Bears

- ↓ E-government is on life support.
- ↓ E-government is for the few, in just a few places.
- ↓ E-government was a time in the sun for IT geeks & friends.
- ↓ Devastating revenue shortfalls: No bottom in sight.
- ↓ Can't afford to: must protect conventional services.
- ↓ Novelty gone. No more State of Union or Stump Speeches.
- ↓ Been there, done that, got the website.

The Bulls

- ↑ Digital government is just getting interesting.
- ↑ Digital government is global, for everyone, everywhere.
- ↑ Digital government is a time in the sun for citizens ...
- ↑ Actual revenues better than estimates: May have found bottom.
- ↑ Can't afford **not** to: cheaper channel for core functions.
- ↑ Novelty gone! A mainstream part of governing.
- ↑ Web properties are never "done," move to function forward future.



is for Adoption Rates



ACCESS **ai** IDAHO

HOME SEARCH AGENCY INDEX CALENDAR HOW DO I...?

fy Here We Have Idaho

About Idaho
Education
Government
Health & Safety
Laws & Rules
Tourism & Transportation
Working

Official Website of **Idaho**

 **Dirk Kempthorne**
Governor

 **Idaho**
Legislature

 **Idaho State**
Judiciary

 **Patricia Kempthorne**
First Lady

ONLINE SERVICES
[Business Entities](#)
[No Call List](#)
[Tax Payments](#)
[UCC Lien Filing](#)
[more services](#)

[Blue Ribbon Task Force To Examine State Government](#)
[Open House at Eagle Island State Park October 5](#)
[Rural Idaho Initiative Will Continue to Create Jobs](#)
[Public Meeting on Lower North Fork Clearwater River Water Quality](#)
[DIALOGUE to Weigh the Pros and Cons of Proposition 1](#)
[Idaho First to Offer Online Tax Filing for Interstate Truckers](#)

HOW DO I...?
[get a birth certificate?](#)
[search idaho laws?](#)
[find a job?](#)
[more questions](#)

TOP PICKS
 [Education](#)
 [Fish & Game](#)
 [Idaho Maps](#)
 [Motor Vehicles](#)
 [Electronic Filing](#)

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B

Is for Best of The Web



ACCESS **ai** IDAHO - Finalist

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Is for Community Technology

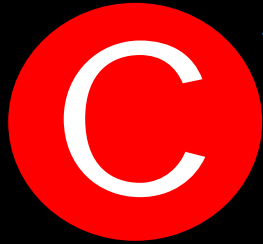
Atlanta



Riverside County

Houston





is also for Digital Cities

250,000 +

Honolulu, Hawaii

Chicago, Illinois

Seattle, Washington

125,00-250,000



Plano, Texas

Des Moines, Iowa

75,000-125,000

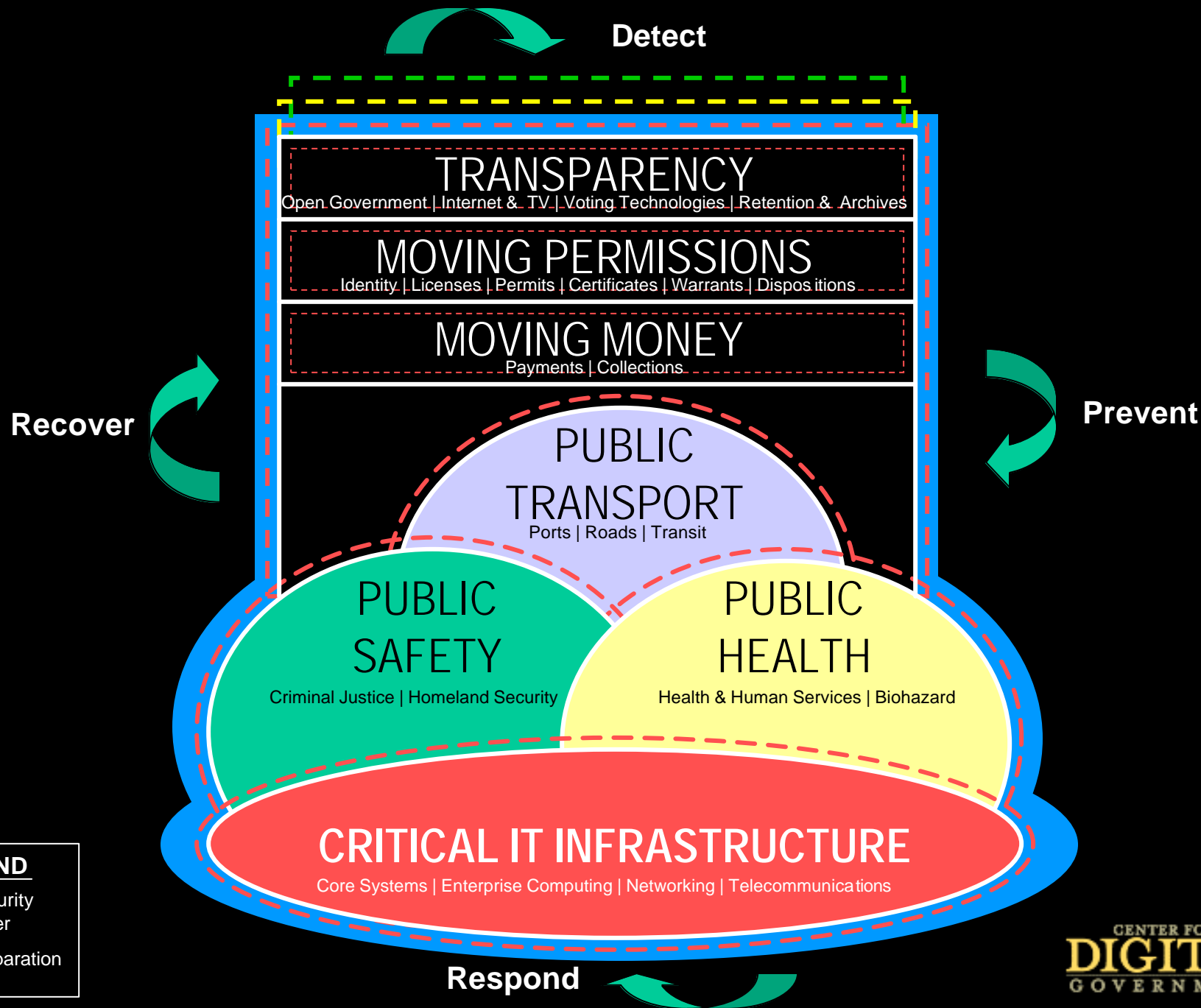
Roanoke, Virginia

Boulder, Colorado

Cedar Rapids, Iowa



is for the Digital Government Enterprise



E

is for Economic Development

Tucson Office of Economic Development - Microsoft Internet Explorer

Edit View Favorites Tools Help

City Home

City Calendar

Visitors

Business

Film Office

OED Contacts

Site Map



OFFICE OF Economic Development

BusinessLINC⁺
PROGRAM
"Cultivating
Business to Business"

SacSites: Welcome - Microsoft Internet Explorer

File Edit View Favorites Tools Help



The Empowerment
benefit you



SACSITES

SACRAMENTO'S BUSINESS
& DEVELOPMENT RESOURCE

www.sacsites.com

Monday, April 29th, 2002 3:00 PM

WHAT'S NEW

CONTACT US / FEEDBACK

Business - Main Chapter Page - Microsoft Internet Explorer

File Edit View Favorites Tools Help



ENTER
THE
MAP



First time users may want to visit
our online [help](#) feature to
familiarize themselves with the
basics of SacSites.

The SacSites development team:



Rock Island County ILLINOIS

**Business
Community**



Economic Development
GIS Department
Zoning and Building
Services and Resources



is also for Digital Education

Maine: An Apple in Every Pot

36,000 laptops to 7th and 8th graders

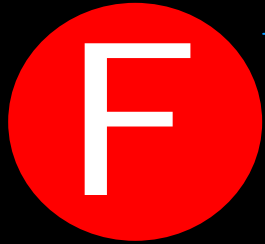


Florida Virtual High School



Education Portals





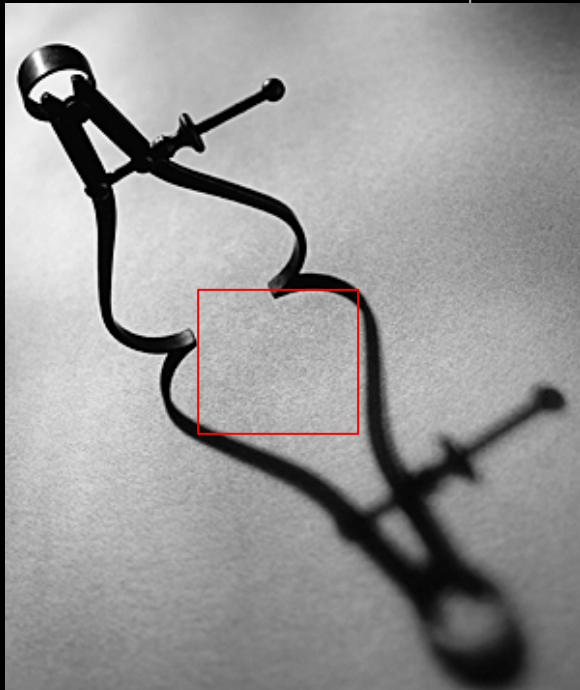
is for funding

- * Information Age infrastructure.
- * Taxing goods not services.
- * Institutionalize Digital Government.
- * New policies for the current age.





is for .GOV architecture



IT Standards **REDUX**

Interoperability

Assumes a data sharing relationship
among known trading partners.

Our stuff works with stuff like our stuff

Platform Agnosticism

Assumes not all trading partners are
known, or can be anticipated.

Our stuff works with your stuff



is for ...



THE LAUNDRY LIST OF CHALLENGES AND OPPORTUNITIES

- ✓ Governance
- ✓ Reprioritizing budget allocations
- ✓ Across the Board Cuts vs. Targeted Closures
- ✓ Proving IT's ROI and the Digital Government dividend
- ✓ Centralization of IT Services
- ✓ Expanded Functionality & Aging Core Applications
- ✓ Standardization
- ✓ Consolidation of Agencies
- ✓ Outsourcing of All or Part of Core Functions
- ✓ Layoffs
- ✓ "Enterprise" and "Architecture" join the political lexicon
- ✓ Cross jurisdictional collaboration
- ✓ Portals challenged by third party channel providers



is also for, you guessed it ...

HOMELAND SECURITY AS



*Digital
Government
with*



National
Purpose

"It's an entirely different kind of war, which means that we need to do an even better job of analyzing and processing all the information we pull down from a variety of sources."

- Tom Ridge, Director
US Office of Homeland Security

Functions of Homeland Security

Threat Assessment & Reduction

Identity and Real-time Knowledge Management

- Identity Assurance, including smart cards, facial recognition, biometrics and validation through leveraging publicly available personal information
- Real-time Detection of Chemical, Biological and Radiological Agents
- Integrated Multi-agency, Multi-jurisdictional Criminal Justice Integration
- Disaster Recovery and Contingency Planning and Training

Counter Terrorism

Surveillance & Monitoring

- Identity Assurance
- Data, audio, and video monitoring
- Intelligence and Information Sharing
- Data Relationship Analysis and Mapping
- Risk Management and Decision Support Tools

Threat Response & Disaster Recovery

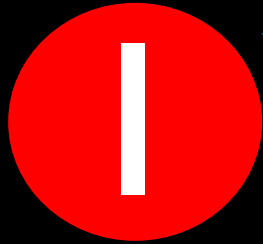
Place-based Resource Availability and Vulnerability

- Geographic information systems and intelligent mapping for identifying potential attack surfaces and coordinating responses if potential targets are ever hit
- Environmental Hazardous Material Management and Communication
- First Responder and Inter-Agency Collaboration Coordination Portals
- Victim/ Patient Care Triage and Management

Information Infrastructure Security

Hardened Information Technology Infrastructure

- Enterprise-level Security Integration
- Application-level Security Integration
- User Identification, Authentication and Verification Systems
- Intrusion detection systems,
- High Availability Network Management
- Replicable and Redundant Storage Solutions



is for the Internet & American Life



Pew
Internet
& American Life

62% ... Check Weather



45% ... Buy a Product

38% ... Book Travel

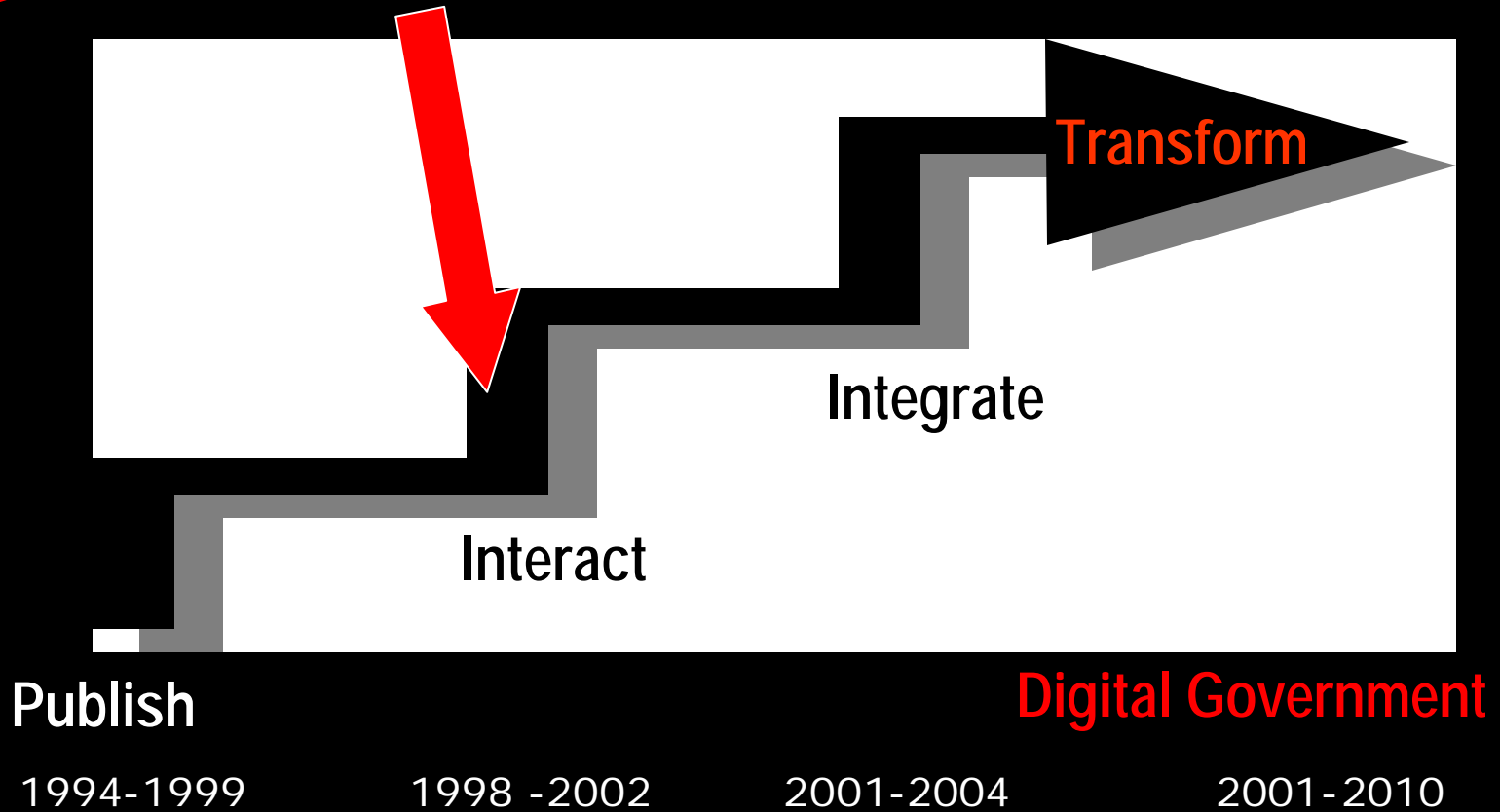
15% ... Auction

48%-51%
Government
Information

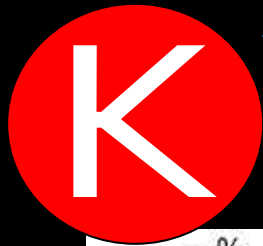


is for the Journey

We are here

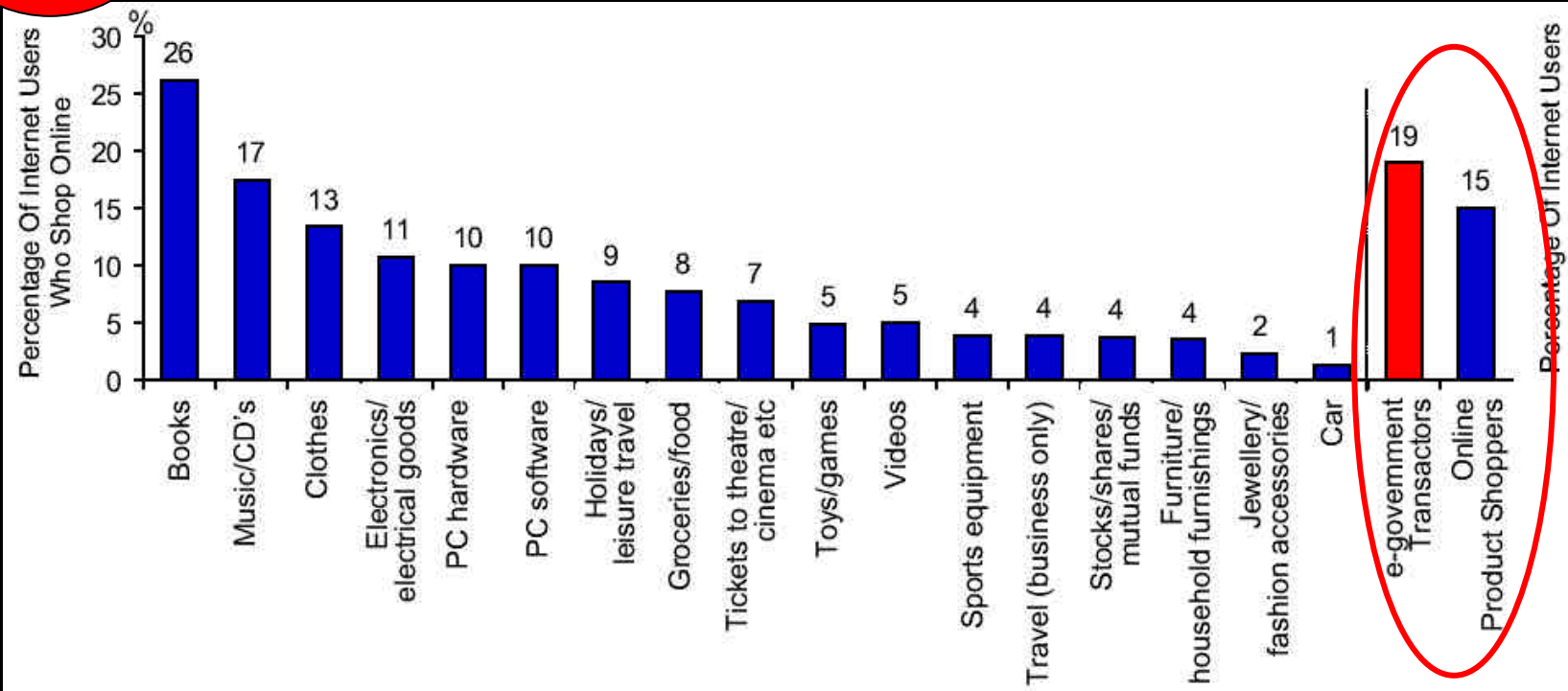


Journey



is for Digital Government as the Killer Category

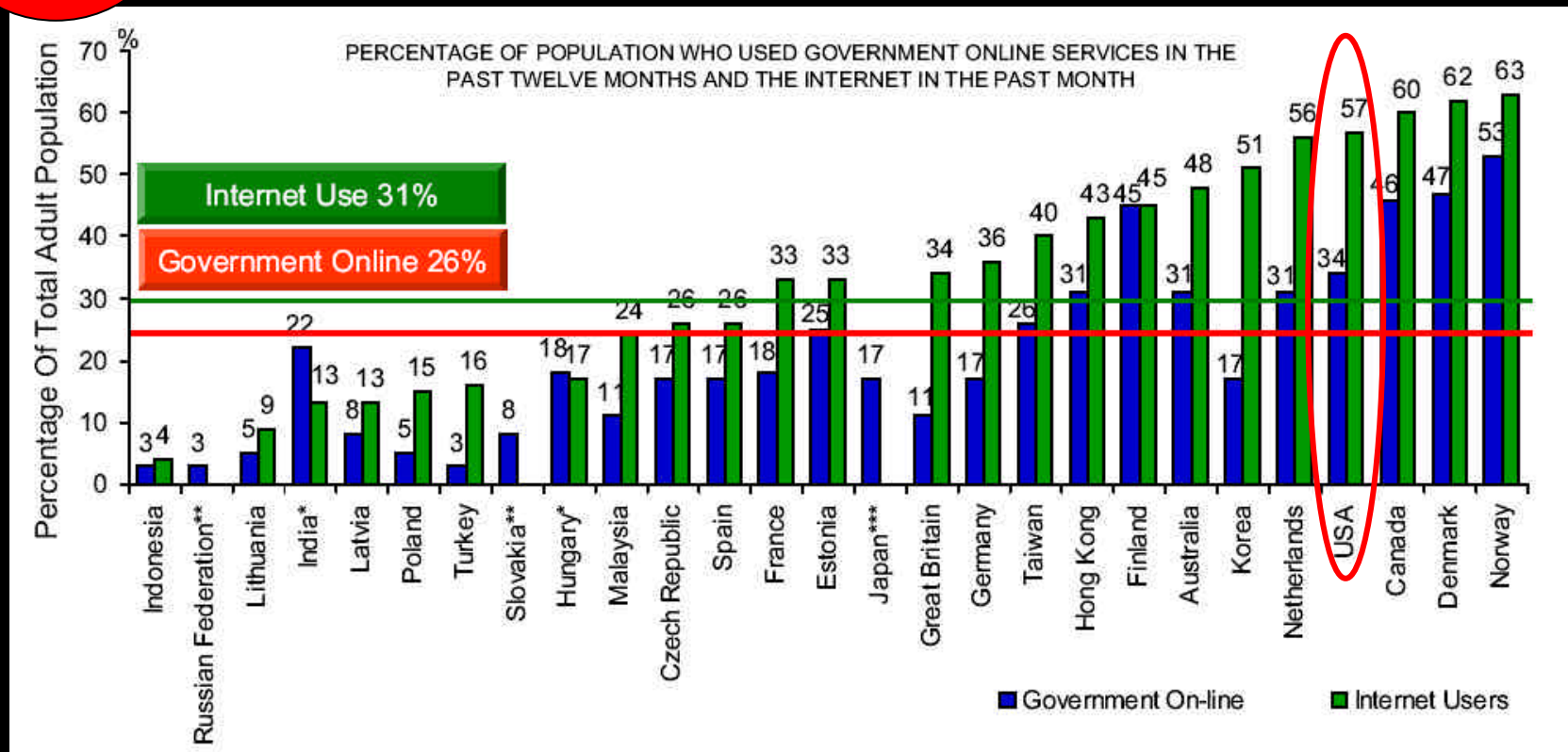
Global





is for Digital Government as the Killer Category

Global

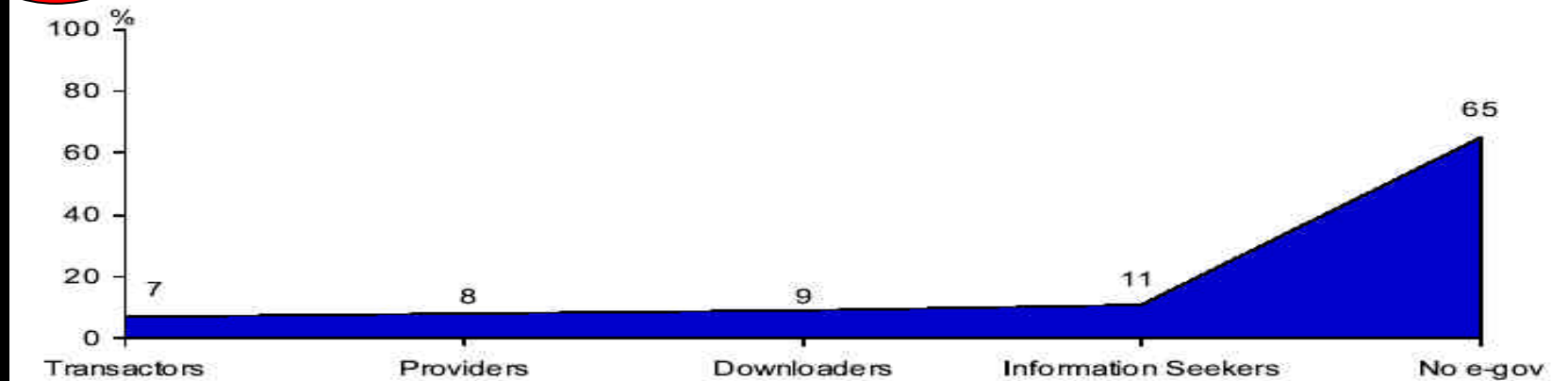


Internet and Digital Government **ADOPTION**

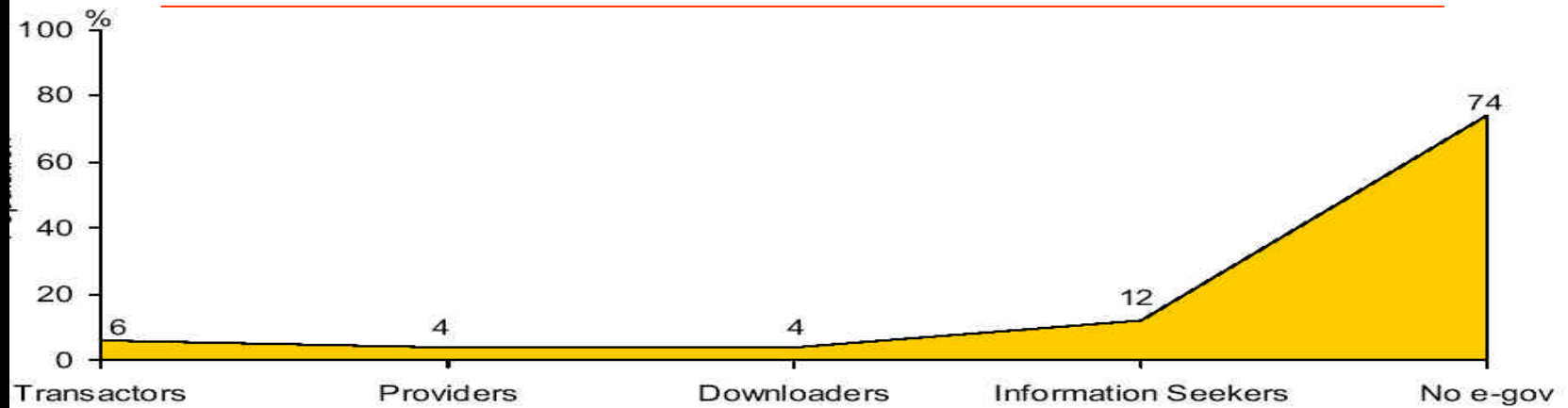


is for Digital Government as the Killer Category

United States



Global



Adoption **CURVE**



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is for the Digital Legislature Award

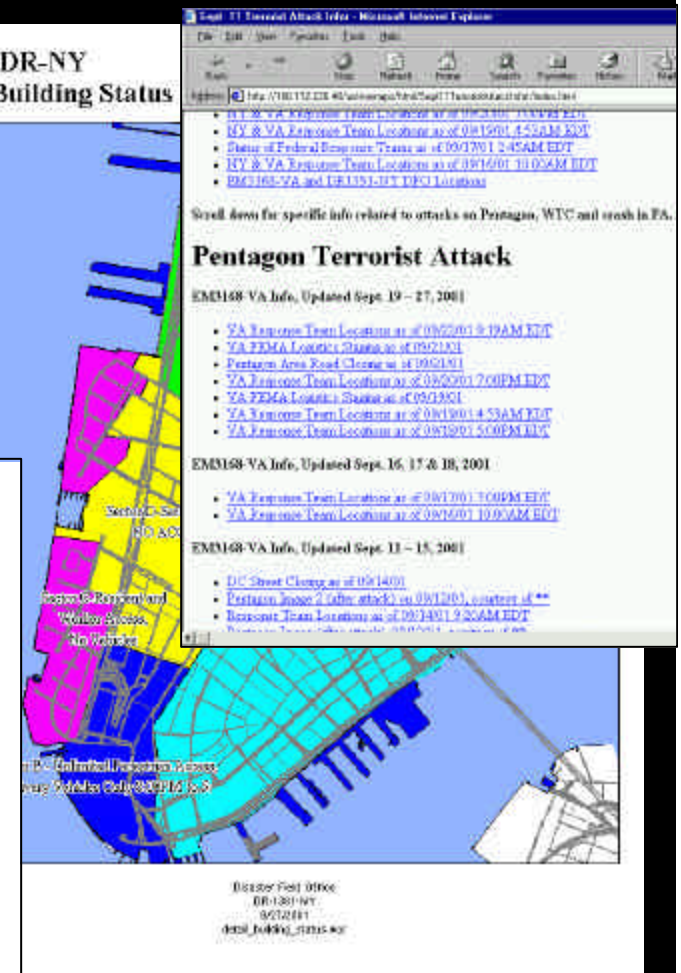
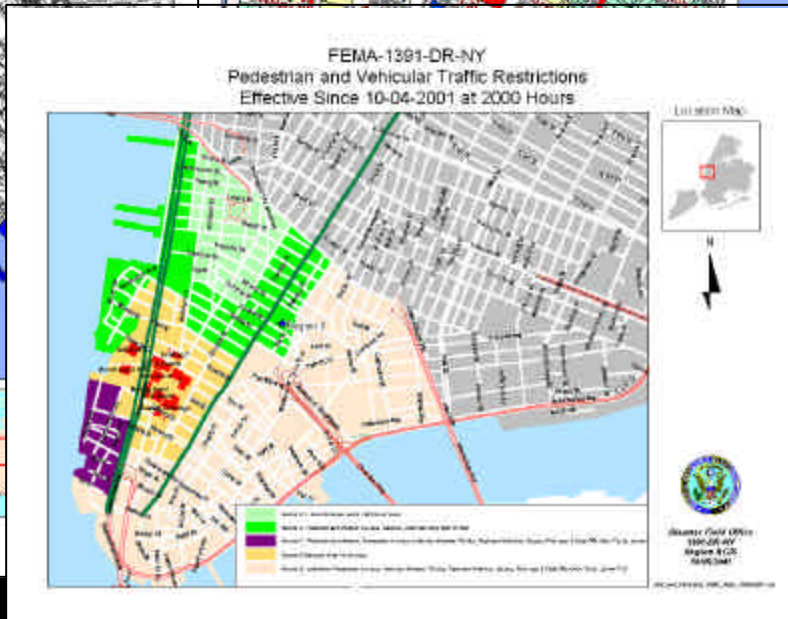
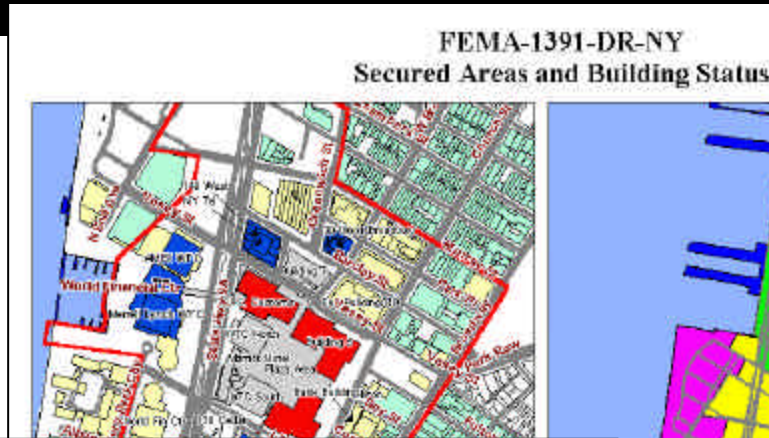
Top 10 State Legislatures

- 1 Arizona
- 2 Louisiana
- 3 Connecticut
- 3 Kentucky
- 3 South Dakota
- 6 Michigan
- 6 Minnesota
- 8 South Carolina
- 8 Texas
- 10 Colorado
- 10 Idaho
- 10 Maryland
- 10 Washington



M is for Mapping as the GUI of Homeland Security

FEMA used data-driven intelligent mapping at Ground Zero (Manhattan) and The Pentagon



Source: MapInfo Government Solutions



is for the New Face of Government



PRICEWATERHOUSECOOPERS 

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First Wave:

Brochureware; dressed up basic search engines.

Second Wave:

Advanced Search, enriched content, increased user control.

Third Wave:

Customization/ Regionalization, Dynamic Push, Data Interrogation

Fourth Wave:

iPayment Suite, 24/7 Customer Care, Secure Gateway

Fifth Wave:

Drives Enterprise Architecture Internally, Drives Traffic to Applications/ Services in a Non-exclusive Channel Environment

Only two choices with a wave – ride it, or end up under it

Source: PriceWaterhouseCoopers Endowment for the Business of Government, State Web Portals: Delivering and Financing E-Service, January 2002; Center for Digital Government, Best of Breed, 2001-2002.



is for (Public) Opinion and Opportunities



The Hart-Teeter Poll

Digital Government will help with intelligence for Homeland Security 90%

Digital Government will improve ability of First Responders and Front Line Agencies 70%

Digital Government improves government operations and improve citizen and business interactions 64%

Government decision makers see benefit of Digital Government and want to move forward urgently 78%

Source: Hart-Teeter and Council for Excellence in Government, *E-Government: To Connect, Protect, And Serve US.*, 2002.



is for (Public) Opinion and Opportunities



Public Trust in Government 60-70%

Concerned that cyber-attacks could target critical infrastructure such as phone networks and power plants 74%

Concerned about Internet and computer security 70%

Complete faith in ability of the US government to prevent cyber-attacks against agencies 17%

Source: Information Technology Association of America (ITAA), "Keeping the faith: Government Information Security and Homeland Cyber Defense," November 2001.

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is for People as Strategic Advantage

Chandler AZ - Human Resources - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address: <http://www.chandleraz.org/hr/>

City of Chandler Arizona

Main Site: [HOME](#) [COMMUNITY](#) [SERVICES](#) [CALENDAR](#) [TOWN HALL](#)

SEARCH Human Resources

HOME [JOBS](#) [RESOURCES](#) [VOLUNTEERS](#) [AWARDS](#) [CONTACT US](#) [FAQs](#)

quickclick

JOBS BY CATEGORY

- [PUBLIC SAFETY JOBS](#)
- [STUDENT JOBS](#)
- [USEFUL LINKS](#)

New Listings

- **Offsite Inspector**
Closes: 5/17/2002
- **Senior Engineer**
Closes: 5/17/2002
- **Utility Systems Operator I (Water Distribution)**
Closes: 5/3/2002
- **Engineer (Contract Administration)**
Open Until Filled
- **Planner I**
Open Until Filled
- **Recreation Leader I- Summer Recreation**
Open Until Filled

[view all listings >>>](#)

Golden Web Award
2002-2003 Winner

Welcome to Human Resources

Chandler, Arizona, is one of the fastest growing cities of its size. We are located just a little southeast of Phoenix in a carefully developed community of friendly and diverse neighborhoods and parks, great schools, excellent career opportunities, and convenient shopping.

If your interests are in a public service career with a fast growing technologically advanced organization, you will want to check our New Listings often. We update our job postings weekly.

Nominate a City Employee

[Nomination Form >>](#)

Have you received exceptional service? Please let us know.

Our Benefit\$

- Life, Health, dental...
- State Retirement programs
- Promotional opportunities
- Tuition assistance
- 10 paid holidays/yr.

[complete list >>](#)

Our Values & Mission

We are committed to serve Chandler's citizens through teamwork, understanding and dedication in a professional and responsive manner.

Site Feedback [click here!](#) **Rate Us!** ★★★★★

FAQ's

Frequently Asked Questions

- ? **Application Questions**
Get your application answers here.
- ? **General Questions**
Common questions about our department.
- ? **Interview Process**
Learn what you need to interview with the city.

[more >>](#)

Be a City Volunteer

Have a look at the many opportunities available for you to serve your fellow citizens. Your investment of time will benefit an entire

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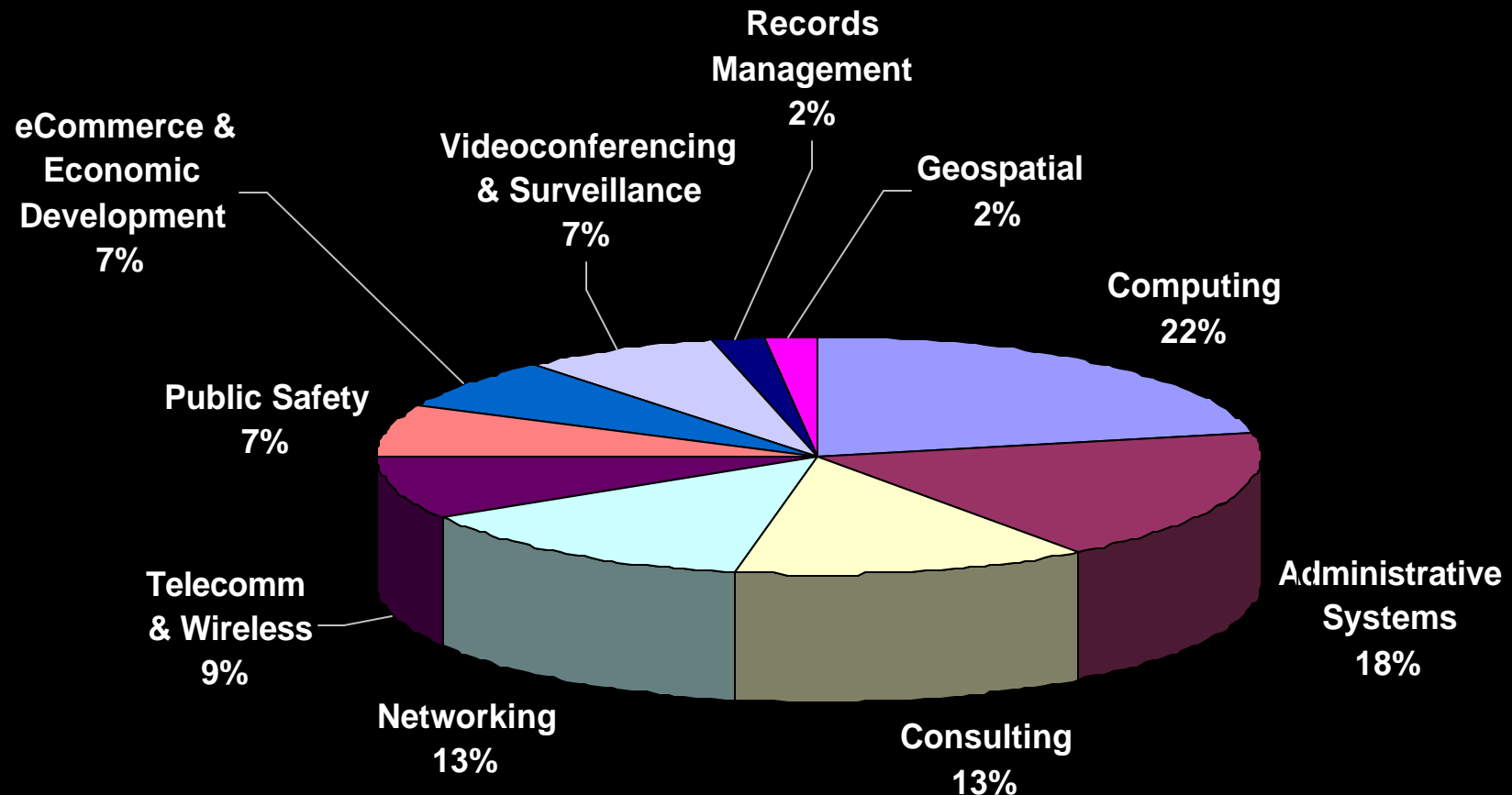


is for Quotes and Qualifications

Word on the Street

State & Local Technology RFP Watch

10,000+ released since January 1, 2002



Source: Center for Digital Government RFPWatch, September 2002.



is for Routine PC Replacement Cycles



Dude, where's my Dell?



is for Rural America





is also for Digital State



Illinois
Kansas
Washington
Maryland
Arizona
Maine
New Jersey
Utah
Ohio
Michigan

1-36-in-4



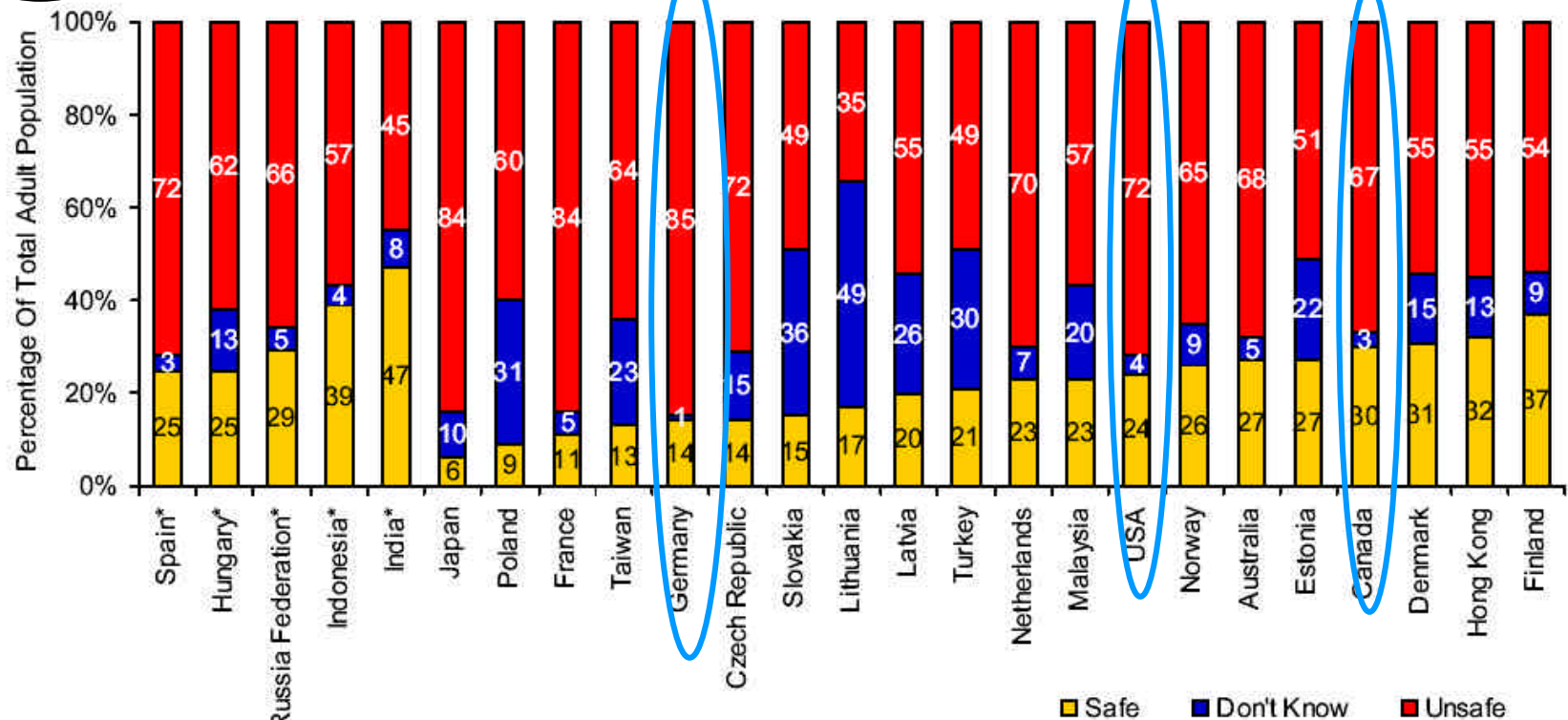
Source: Center for Digital Government and Progress and Freedom Foundation, 2001 Digital State and Digital State Results.

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is also for Security and Online Safety

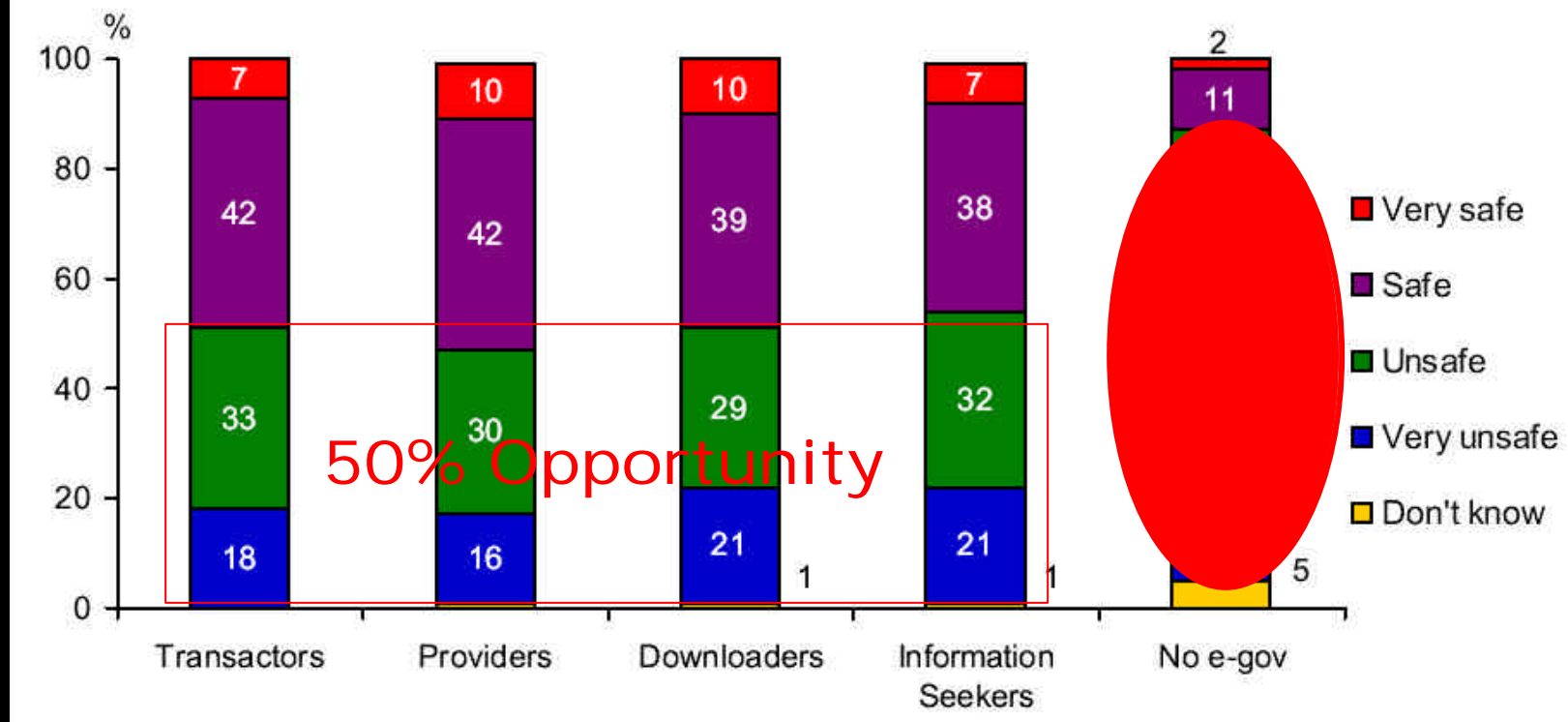
Global





is also for Safety as a barrier to adoption

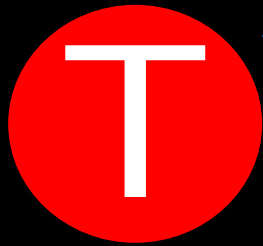
United States



n=1022



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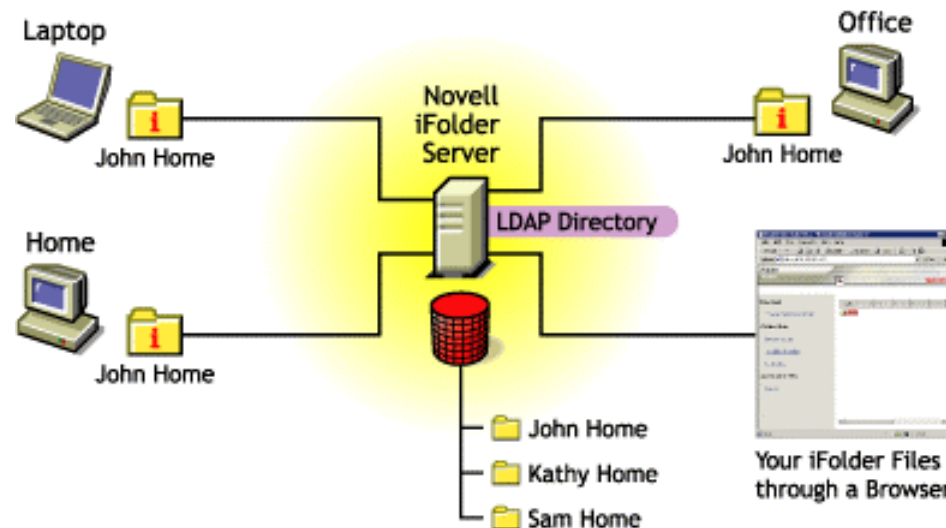


is for Telework



ADOA
Arizona Department of Administration

Workplace Flexibility Initiative



- ✓ 900 employees now have robust high-speed, secure remote access to files from home via any Web browser, while increasing data integrity.
- ✓ Collaboration tools synchronize changes and edits to files in real-time.

(April 27, 2002)

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is for Digital Government as Universal Experience

Government in a Briefcase (Honolulu)

- ✓ Take it to farmers markets, retirement homes & city parks
- ✓ Laptop
- ✓ Printer
- ✓ Wireless modem
- ✓ 100 foot extension cord
- ✓ Cost per served citizen \$67.00





is for Voting

Electronic Voting

&

*Online Voter
Registration*



is for Welcome Back to Innovation



*Welcome Back to
Digital Government*

Back to Basics

Core Functions of
Government

Stay Focused

Citizen and Trading
Partner Experience

Take it Further

Maturity, Extended
Functionality and Reach

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sometimes does not mark the spot

*Digital
Government* is...BIGGER than

egov



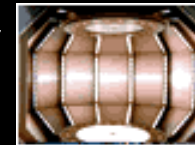
Kaleil Isaza Tuzman's
Excellent \$60 Million
Adventure

mgov



The Big Nomadic
Wireless, Mobility
Play

xgov



The Next,
New New
Thing

[...not having to start over with each letter of the alphabet]



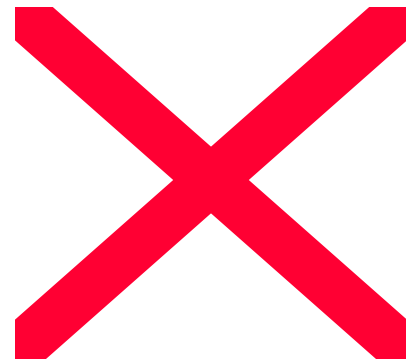
is for the Yeoman service of leaders



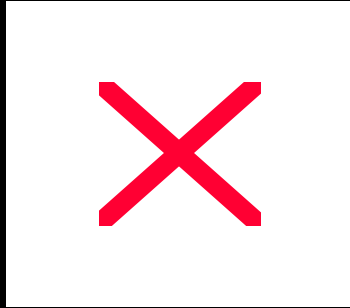
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is for Zero latency and the new seat of government



The state portal may be the only seat of government that many citizens ever know.



*The Portal as the New
Seat of Government*

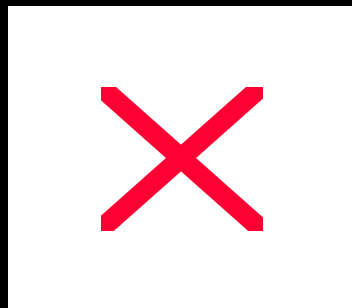


Government Services *That Inspire*

Honouring history, anticipating the future

The capitol is the original public-sector portal.

As such, it is a useful standard bearer for those who are building 21st century government.



*The Portal as the New
Seat of Government*



One Government *Common Look and Feel*

Government Outposts that look, feel, and function in like manner – in service to the citizen

A Fair Hearing *Petitioning the Government*

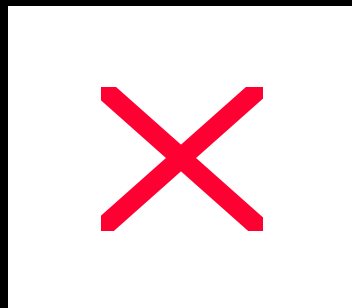
Digital Docents: A timely response and a hope of favorable resolution

Form & Function of Trust *Confronting Security & Privacy*

Doing business securely in the sometimes dangerous place called the Internet

The Big Closed Door No More *24/7 Citizen Care*

"Wow, I never knew government could act like this"



The Portal as the New Seat of Government



It is sobering to walk the halls of state capitols. The architecture, the statuary, the inscriptions all reflect the aspirations of the people who dared to carve their values and dreams into stone.

The permanence, the elegance and the grandeur of these public spaces may point out a faulty design assumption in much of what has been built in the government Internet space to date – we dream too small.

*Digital
Government is...*

Government
for the 21st Century



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www.centerdigitalgov.com

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